

SUSTAINABILITY REPORT | 2026-2028

SUPPORTING RESPONSIBLE IT, SUSTAINABLE PROCUREMENT
AND ENVIRONMENTAL STEWARDSHIP

MANAGED IT SERVICES | CYBERSECURITY | IT PROCUREMENT | CLOUD SOLUTIONS





Contents

LEADERSHIP SUSTAINABILITY STATEMENT	1
COMPANY OVERVIEW	2
SUSTAINABILITY VISION	3
ESG FRAMEWORK	4
CURRENT SUSTAINABILITY INITIATIVES	5
SUSTAINABILITY GOALS 2026–2028	8
SUSTAINABILITY METRICS DASHBOARD	9
DEVICE LIFECYCLE SUSTAINABILITY	10
CARBON REDUCTION THROUGH MODERN IT	11
SUSTAINABLE IT PROCUREMENT FRAMEWORK	12
PARTNER SUSTAINABILITY ALIGNMENT	13
IT ASSET DISPOSAL & RECYCLING POLICY	15
GOVERNANCE & CONTINUOUS IMPROVEMENT	16
SUSTAINABILITY ROADMAP 2026–2030	19
TECHNOLOGY IMPACT REDUCTION	20



James Han

E. james.han@itnc.com.au

Leadership Sustainability Statement

Technology plays a critical role in how organisations operate, collaborate, and innovate. As digital infrastructure continues to grow, it is essential that technology is deployed responsibly and with consideration for environmental impact.

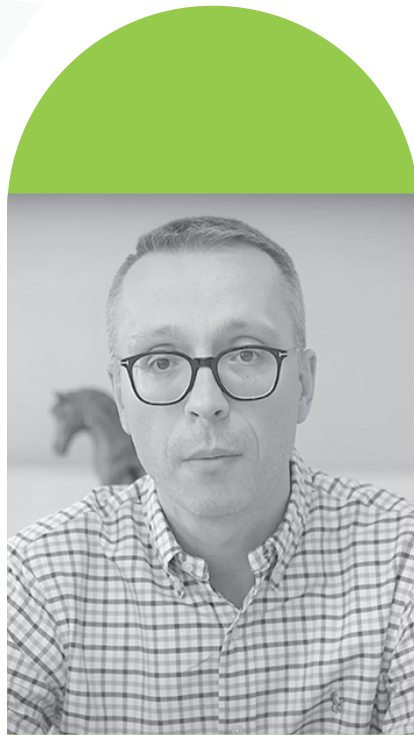
Our sustainability approach focuses on responsible IT lifecycle management, energy-efficient technology solutions, and partnerships with vendors who prioritise environmental responsibility.

We are committed to continuously improving our sustainability practices while helping our customers adopt technology solutions that support long-term environmental and operational sustainability.

Through responsible procurement, modern infrastructure, and ongoing improvement initiatives, we aim to contribute to a more sustainable digital future.

Michael Sobota

E. michael.sobota@itnc.com.au








Company Overview

We are a technology solutions provider delivering managed IT services, cybersecurity solutions, and technology procurement to organisations across Australia.

With more than two decades of experience in IT services, our focus is helping organisations build secure, reliable, and efficient technology environments.

Our services include:

 <p>Managed IT Services and Support</p>	 <p>Cybersecurity and Infrastructure Protection</p>	 <p>Cloud Services including Microsoft 365</p>	 <p>Enterprise Device Procurement</p>	 <p>Device Lifecycle Management</p>	 <p>Telephony and Connectivity Solutions</p>
---	---	---	---	---	--

Our team works closely with organisations across multiple industries to deliver technology solutions that improve productivity while supporting responsible IT practices.

Sustainability Vision

Our sustainability vision is centred on using technology as a driver for both innovation and environmental responsibility.

We focus on four key priorities:



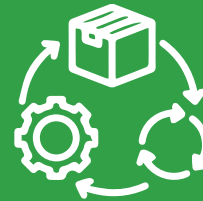
Reducing Environmental Impact

Encouraging energy-efficient technology and reducing electronic waste through responsible lifecycle management.



Responsible Procurement

Working with vendors that prioritise sustainable manufacturing, ethical sourcing, and environmentally responsible product design.



Device Lifecycle Management

Encouraging repair, reuse, refurbishment, and responsible recycling of IT equipment.



Sustainable Digital Transformation

Helping organisations adopt modern infrastructure and cloud platforms that improve efficiency and reduce resource consumption.

ESG Framework

Our sustainability strategy follows an Environmental, Social and Governance (ESG) framework.



This framework guides how sustainability principles are integrated into both internal operations and customer solutions.

Current Sustainability Initiatives

The four existing pillars are kept. Add the 'Real IT&C Example' sub-line to each:

01

Digital-First Workflows

Administrative processes prioritise digital documentation and cloud-based collaboration platforms to reduce paper usage.

Internal administration was migrated to Microsoft 365, eliminating printed purchase orders, delivery docket, and service reports — reducing paper consumption by an estimated 60% since migration.

02

Efficient Technology

Modern hardware solutions and efficient infrastructure are recommended to help reduce energy consumption while improving performance.

Energy-efficient devices such as Apple MacBook Air (M-series) and HP EliteBook laptops are recommended and deployed to help organisations reduce power consumption while improving productivity and performance compared to legacy hardware.

03

Lifecycle Management

Devices are assessed for upgrades or redeployment before replacement to maximise their useful life.

Returned equipment undergoes device health assessments to determine whether refurbishment or redeployment is viable. In education environments, school iPad and MacBook fleets are refreshed and redeployed to help extend device life by an additional 2–3 years.

04

Vendor Partnerships

Technology vendors are selected based on quality, reliability, and sustainability commitments.

Partnerships include Apple, HP, and Microsoft, all with strong sustainability initiatives. Apple is targeting carbon neutrality by 2030, HP operates global recycling programs, and Microsoft powers its cloud platforms with renewable energy. Customers are also encouraged to utilise available recycling and sustainability programs.

Operations & Practical Sustainability

How IT&C Operates Sustainably – Practical Examples

Sustainability at IT&C is not a policy on paper — it is embedded into how we work every day. Below are practical examples of how IT&C reduces its environmental footprint across operations.



Microsoft 365 Cloud Migration

We migrated our internal operations to Microsoft 365, removing the need for on-premises servers across our offices. This reduced physical infrastructure, energy consumption, and cooling requirements while improving collaboration across our Sydney, Melbourne, Brisbane, Gold Coast, and Central Coast teams.



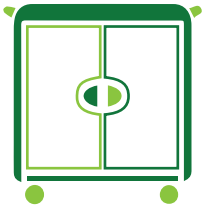
Remote Support Reducing Travel Emissions

Our managed services team resolves the majority of customer support requests remotely using Remote Monitoring & Management (RMM) tools. This significantly reduces the need for on-site technician travel, helping lower vehicle emissions associated with service delivery.



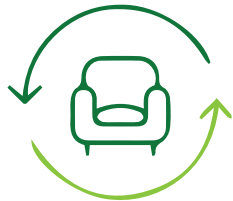
Apple Device Recycling Initiatives

We support Apple's trade-in and recycling programs for end-of-life devices. Returned Apple devices are assessed for redeployment before being processed through Apple recycling programs or certified e-waste recycling partners, helping minimise landfill disposal.



School Charging Trolley Consolidation

We work with PC Locs to supply smart charging trolleys to schools, consolidating iPad and MacBook charging into a single managed unit. Compared to individual chargers, centralised charging reduces power draw, idle charging waste, and cable replacements.



In-House Office Recyclin

Our offices maintain dedicated recycling streams for e-waste, paper, cardboard, and packaging materials. IT equipment packaging is consolidated and recycled where possible to help reduce landfill contribution from distribution and logistics operations.



Packaging Reduction Initiatives

We consolidate product orders where possible to reduce individual shipments, packaging waste, and transport emissions. For large school and government deployments, devices are shipped on consolidated pallets rather than as individual parcels, significantly reducing packaging materials per unit delivered.

GOALS

2026-2028

GOAL
Reduce internal paper usage

TARGET
80%
digital documentation

TIMELINE
2027

GOAL
Energy-efficient device procurement

TARGET
90%
of supplied devices

TIMELINE
2028

GOAL
Responsible device recycling

TARGET
100%
of retired equipment

TIMELINE
2027

GOAL
Office energy efficiency

TARGET
20%
reduction

TIMELINE
2028

GOAL
Sustainable vendor engagement

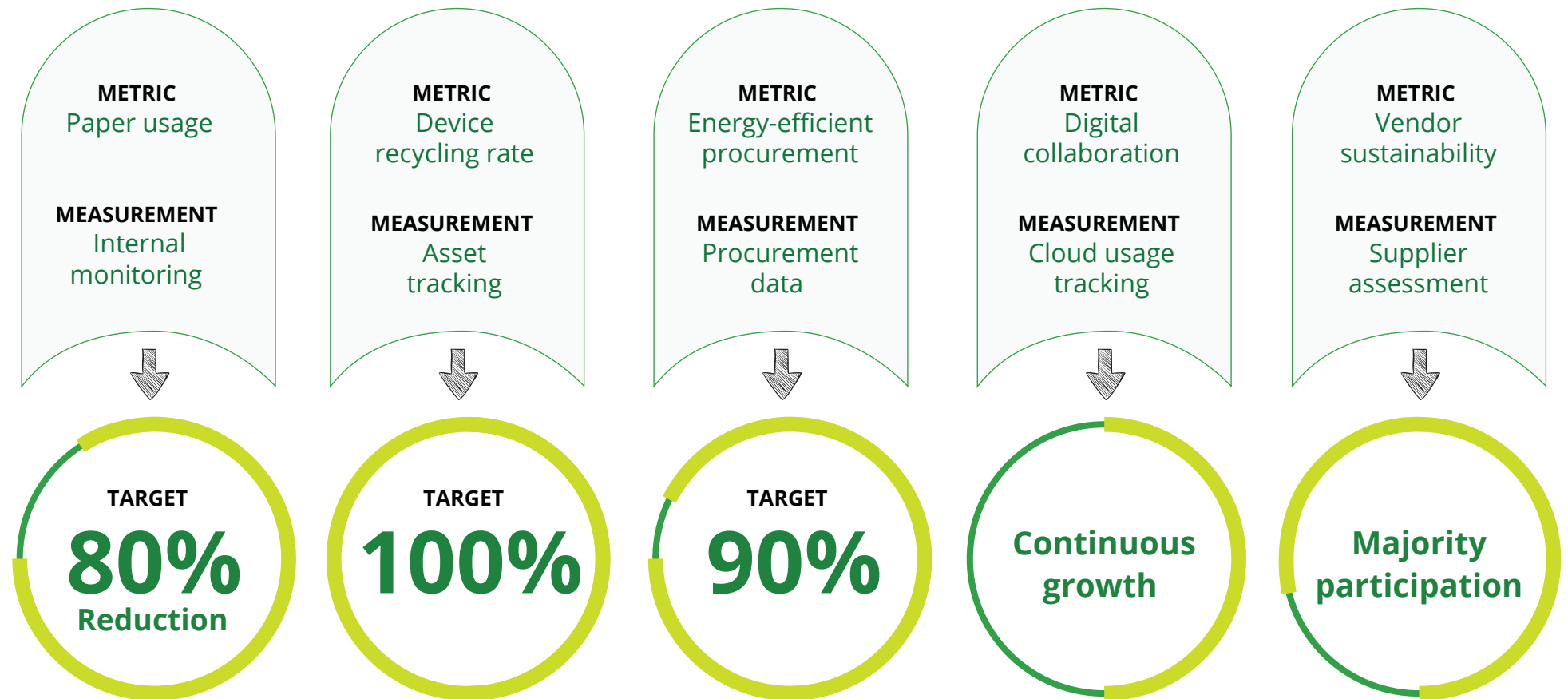
TARGET
Majority vendors aligned

TIMELINE
Ongoing

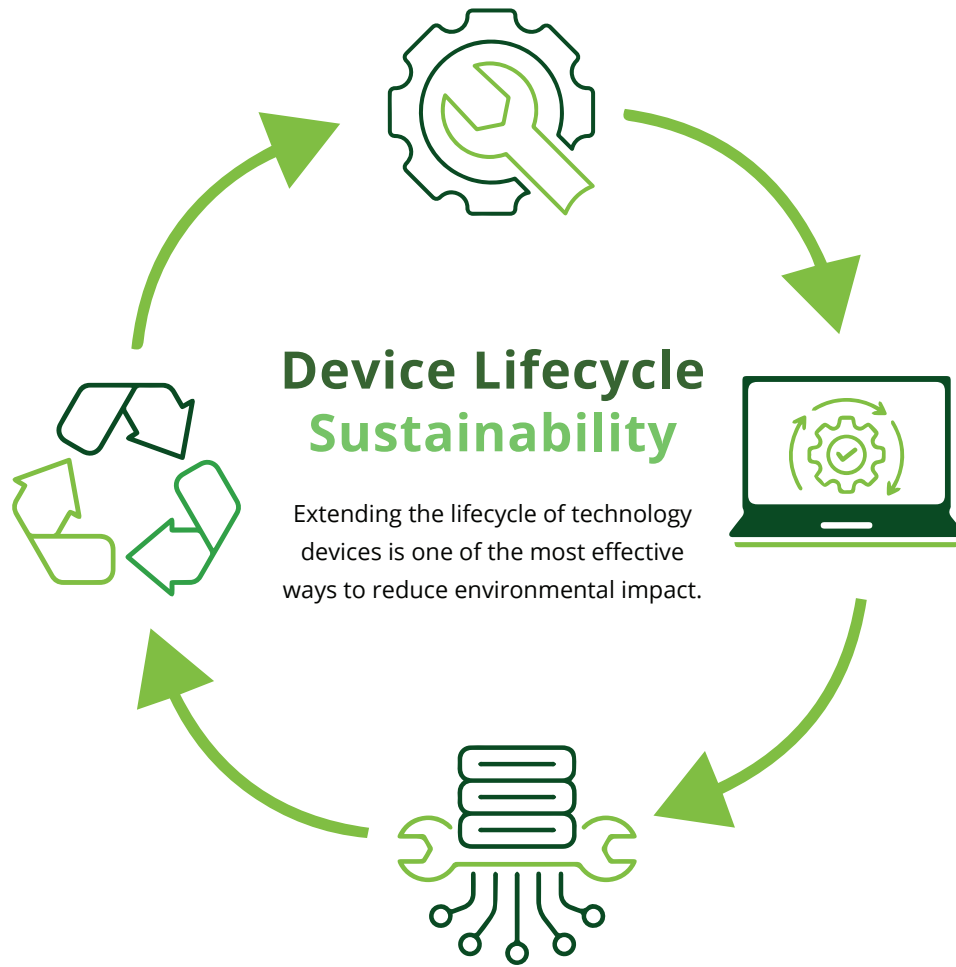
PROGRESS AGAINST THESE GOALS WILL BE REVIEWED ANNUALLY.

Sustainability Metrics Dashboard

Key performance indicators are monitored to measure environmental progress.



Tracking these metrics allows sustainability initiatives to be monitored and improved over time.



These practices help organisations maximise the value of their technology investments while reducing electronic waste.





Carbon Reduction Through Modern IT

Technology plays an important role in reducing environmental impact when implemented efficiently.

IT&C supports organisations in adopting modern technology solutions that reduce operational waste, improve energy efficiency, and enable more sustainable workplace practices.

Examples include:



Deploying cloud collaboration platforms such as Microsoft Teams and Microsoft 365 to support remote meetings, digital collaboration, and reduced travel.



Supplying energy-efficient devices from vendors including Apple, HP, and Microsoft with strong sustainability commitments.



Supporting centralised device management to improve lifecycle efficiency and responsible asset utilisation.



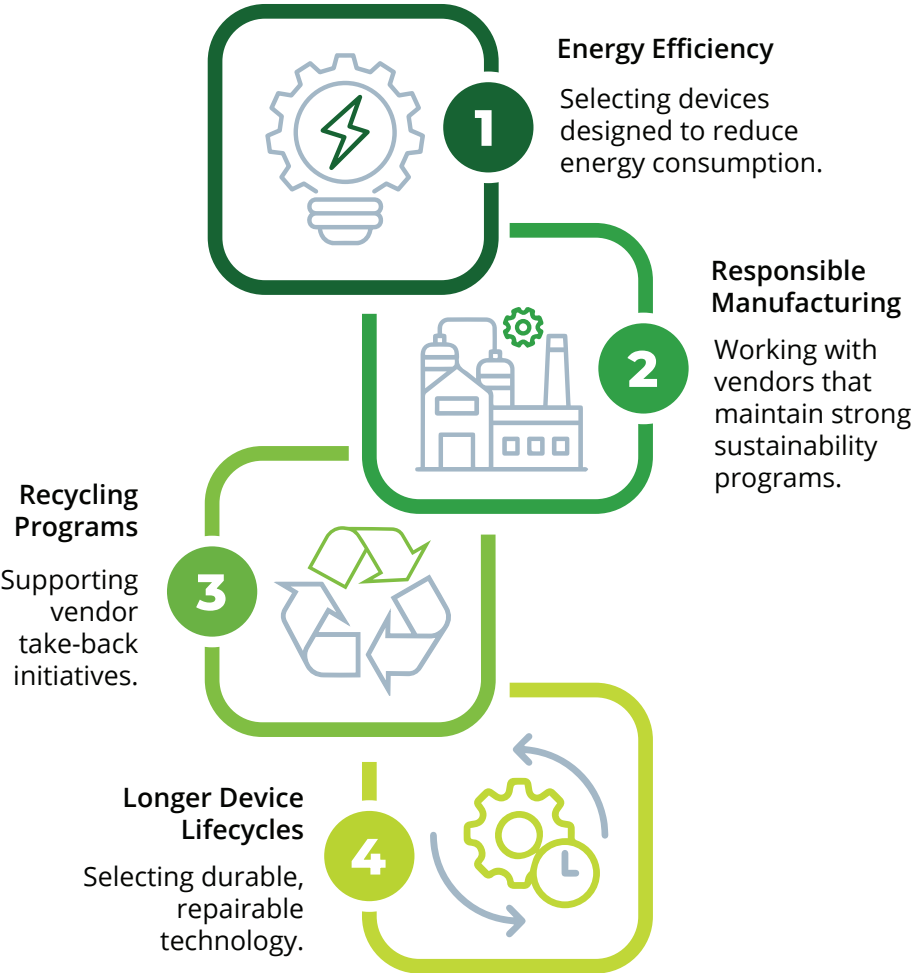
Enabling digital-first workflows, cloud storage, and paperless communication to reduce paper usage and printing waste.

Through these initiatives, IT&C helps organisations build more efficient and environmentally conscious digital workplaces aligned with long-term sustainability goals.

Sustainable IT Procurement Framework

Sustainability is considered when selecting vendors and products.

Key procurement principles include:





Partner Sustainability Alignment

Sustainability initiatives are strengthened through collaboration with leading technology vendors that maintain established environmental and sustainability programs.

IT&C works with technology partners including **Microsoft, Apple, HP, Cisco, Nutanix, PC Locs, Jabra,** and **Adobe** to help organisations access secure, reliable, and environmentally responsible technology solutions.

Vendor sustainability alignment is considered throughout procurement and solution assessment processes where applicable.

Key considerations may include:

- Energy-efficient product design
- Vendor recycling initiatives
- Ethical sourcing commitments
- Sustainable packaging programs
- Long-term product lifecycle support
- Responsible manufacturing practices
- Cloud technologies that reduce infrastructure requirements

Examples of Sustainability Alignment



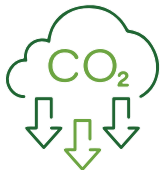
Apple Sustainability Programs

Apple is committed to becoming carbon neutral across its entire supply chain and product lifecycle by 2030. Apple products are designed for energy efficiency, longevity, and recyclability — with many components made from recycled aluminium and rare earth materials. IT&C supports Apple's GiveBack program, enabling customers to return end-of-life Apple devices for reuse or responsible recycling.



HP Circular Economy & Recycling

HP operates one of the world's largest IT recycling programs through HP Planet Partners, supporting responsible device recycling and e-waste reduction. IT&C actively promotes these initiatives and is proud to be recognised as an **HP Amplify Impact FY26 Sustainability Sales Advocate Partner**, reinforcing our commitment to sustainable technology solutions and responsible procurement.



Microsoft Cloud & Carbon Commitments

Microsoft is committed to being carbon negative by 2030 and has pledged to remove all historical carbon emissions by 2050. Microsoft Azure and Microsoft 365 are powered by an increasing proportion of renewable energy. By helping organisations migrate to Microsoft 365, IT&C directly supports customers in reducing their reliance on energy-intensive on-premises infrastructure.



Sustainable Procurement & Deployment

Consolidated procurement and deployment planning can help reduce unnecessary packaging waste, improve delivery efficiency, and streamline device rollout processes for organisations.

IT Asset Disposal & Recycling Policy



Responsible management of retired IT assets is essential for reducing electronic waste.

Devices reaching end-of-life are processed through a structured disposal process.



First, equipment is evaluated to determine whether it can be reused, refurbished, or redeployed.

All devices undergo secure data removal procedures before disposal.



Electronic waste is handled through approved recycling partners that follow environmentally responsible recycling practices.

Where possible, devices are redeployed to extend their lifecycle and reduce waste.





Governance & Continuous Improvement



Sustainability initiatives are supported through ongoing governance and monitoring.



Performance against sustainability objectives is reviewed annually.



Operational processes are continuously evaluated to identify opportunities for improvement.



Vendor partnerships are regularly assessed to ensure alignment with environmental and ethical standards.



Continuous improvement ensures sustainability practices evolve alongside technology and environmental expectations.



Sustainability Oversight & Accountability

Sustainability governance is supported through leadership oversight, operational reviews, and responsible procurement practices across IT&C operations.

The IT&C leadership team is responsible for annual sustainability reviews, vendor alignment assessments, and monitoring operational sustainability objectives to support continuous improvement across the organisation.

The **National Procurement Manager, Magda**, oversees sustainability-focused procurement activities, vendor sustainability engagement, lifecycle management alignment, and operational sustainability assessments across the organisation.

This governance approach helps ensure sustainability initiatives remain practical, measurable, and aligned with operational business outcomes.



Vendor & Operational Reviews

Vendor partnerships are regularly reviewed to ensure alignment with environmental initiatives, ethical procurement expectations, and responsible technology practices where applicable.

Operational processes are continuously evaluated to identify opportunities to:

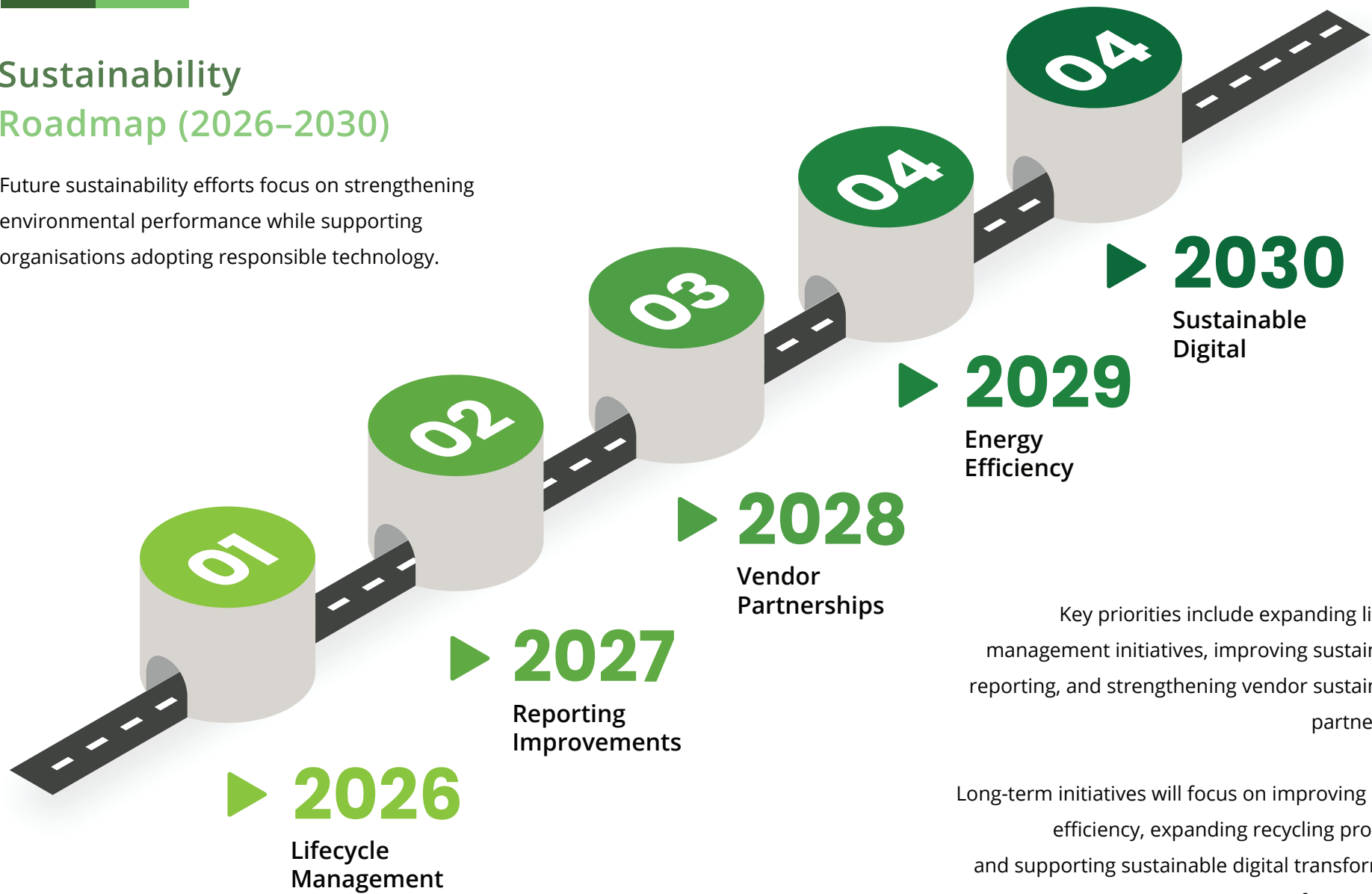
- Improve energy efficiency
- Reduce electronic waste
- Improve lifecycle management
- Increase digital workflow adoption
- Support sustainable procurement outcomes

Governance & Compliance Alignment

Our sustainability practices are aligned to internationally recognised frameworks including ISO 14001 (Environmental Management) principles and the UN Sustainable Development Goals (SDGs). While formal certification is not currently held, IT&C's sustainability roadmap includes evaluating ISO 14001 alignment as a future milestone. Our procurement and vendor assessment processes are designed to support government and enterprise customers with sustainability compliance requirements.

Sustainability Roadmap (2026–2030)

Future sustainability efforts focus on strengthening environmental performance while supporting organisations adopting responsible technology.



Key priorities include expanding lifecycle management initiatives, improving sustainability reporting, and strengthening vendor sustainability partnerships.

Long-term initiatives will focus on improving energy efficiency, expanding recycling programs, and supporting sustainable digital transformation for customers.



Technology Impact Reduction

- 1** Modern IT infrastructure enables organisations to reduce environmental impact through more efficient technology practices.
- 2** Cloud collaboration platforms reduce the need for physical travel and infrastructure.
- 3** Energy-efficient devices reduce operational power consumption.
- 4** Digital workflows significantly reduce paper usage.
- 5** Lifecycle management programs reduce electronic waste and extend the useful life of technology assets.

Together, these initiatives support organisations in building sustainable and efficient digital workplaces.

IT&C YOUR LOCAL
TECHNOLOGY
SOLUTIONS

1300 768 728 OPT. 2

Unit 20/10, Gladstone Road

Castle Hill, NSW 2154

sales@itnc.com.au

www.itnc.com.au

Melbourne | Sydney | Central Coast | Gold Coast | Brisbane | Bundaberg